

Forgot Password

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| Specification: | Forgot Password |
| Description: | Allow user to reset new password. |
| Target | PLF 4.3 |
| Owner | Cong Nguyen Thanh |
| Status | DRAFT - REVIEW - VALIDATED |

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Rationale

Forgot Password, is a feature that allows any user to retrieve his username or reset his password. This feature currently exists, but it is only available as popups on a public page. We need such a "Forgot Password" functionality from the login screen. This specification is a redesign of the Forgot Password feature to make it available from anywhere.

Functional Specification

Forgot Username/Password form

| Version | ID | Priority | Description |
|---------|---------------|----------|--|
| 4.3 | FORGOT_PWD_01 | P1 | There is #Can't access your account?? link to open Password Reset form. |
| 4.3 | FORGOT_PWD_02 | P1 | <p>By default, the Password Reset form includes:</p> <p>Popup Title: Password Reset</p> <p>Content:</p> <p>Why are you unable to log in?</p> <p>We apologize for any inconvenience you are experiencing due to being unable to access the system. To resolve this issue quickly, please enter your Username or Email address, then click Send.</p> <p>An input field with text placeholder: Enter your username or email address</p> <p>[Send] button: To submit the form. It is disabled until the field is input.</p> <p>[Back] button: To go to previous page (Login page).</p> |
| 4.3 | FORGOT_PWD_03 | P1 | <p>To get username information or password:</p> <ul style="list-style-type: none">• Enter an username or an email address.• Click Send button. |
| 4.3 | FORGOT_PWD_04 | P1 | <p>The input username/email address will be validated when Send button is clicked. In case of:</p> <ul style="list-style-type: none">• Valid username or email address, a success notification is displayed: Your request has been processed. Please check your email!. The form is reset by default.• Invalid user name or email address, an error message is displayed below the input field: Username or email does not exist. Please enter a valid one. |

Forgot Username/Password Email

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| 4.3 | FORGOT_PWD_07 | P1 | An email notification with subject: Username and Password change request is sent to user. |
| 4.3 | FORGOT_PWD_08 | P1 | <p>The Sender email: \$SENDER_NAME<\$SENDER_ADDRESS> where:</p> <ul style="list-style-type: none"> \$SENDER_NAME: The name of the sender. Sample: eXo Platform \$SENDER_ADDRESS: no-reply@exoplatform.com <p>The values above are defined in Notification Administration page. (Administration Portal → Notifications)</p> |
| 4.3 | FORGOT_PWD_09 | P1 | <p>The content:</p> <p>In the body of the email, the notification heading: Forgot Username/Password</p> <p>Notification message:</p> <p>Hi \$FIRSTNAME</p> <p>We have received a request for your username information or password reset.</p> <p>Your username: \$USERNAME</p> <p>To reset your password, simply click the link below:</p> <p>\$LINK</p> <p>If you do not want to change your password, please ignore this email.</p> <p>Variable used:</p> <ul style="list-style-type: none"> \$FIRSTNAME: The first name of the receiver. E.g: John \$USERNAME: The username of the receiver that is used to login. E.g: johnsmith \$LINK: The url is to redirect to the page that allow to reset the receiver's password. |
| 4.3 | FORGOT_PWD_10 | P2 | Username and Password change request emails are supported to be in multiple languages. the language of email content is the same with user's languages settings. |

Change Password form

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| 4.3 | FORGOT_PWD_11 | P3 | <p>The Change Password form is displayed when the reset password link is clicked.</p> <p>Popup Title: Change Password</p> <p>Content:</p> <ul style="list-style-type: none"> Username label and field. The field displays the user name. It is read only. New password label and field. Confirm new password label and field. <p>[Save] button: To validate and save the new password. It is disabled until New password or Confirm password is input.</p> <p>[Close] button: To close the form and redirect to the login page.</p> |
| 4.3 | FORGOT_PWD_12 | P1 | <p>To change the password:</p> <ul style="list-style-type: none"> - Input New password and Confirm new password - Click Save button. |

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| 4.3 | FORGOT_PWD_13 | P1 | <p>The value of New password and Confirm new password will be validated when Save button is</p> <ul style="list-style-type: none"> Blank or invalid input of New password, an error message is displayed: New password must be between 6 and 30 characters long. Blank or invalid input of Confirm new password, an error message is displayed: Confirm password must be between 6 and 30 characters long. (equal to 6 or 30 is also accepted). Confirm new password does not match with New password, an error message is displayed: Confirm password and Confirm new password must be the same. Confirm new password matches with New password validly, a success notification message is displayed: The password has been changed. <p>The form is reset by default. It is visible for 5 seconds then redirects to the login page.</p> |
| 4.3 | FORGOT_PWD_14 | P1 | <p>In case the reset password link is expired, an information message is displayed when it is clicked: Link expired, you have to repeat the activation process.</p> <p>[OK]: To close the message pop up and redirect to the login page.</p> |
| 4.3 | FORGOT_PWD_15 | P1 | <p>The reset password link is expired in case:</p> <ul style="list-style-type: none"> After 24 hours left since the email is sent. As soon as the reset link is used to change password successfully. |
| 4.3 | FORGOT_PWD_16 | P2 | <p>The time to expire the reset link is defined in <code>exo.properties</code>. Its variable: <code>exo.portal.resetpassword.expiretime</code></p> |